



OFFICE OF BUSINESS OPPORTUNITY

**FY2022 Budget
Workshop Presentation**

May 20, 2021

Mission



The Office of Business Opportunity is committed to cultivating a competitive and diverse economic environment in the City of Houston by promoting the success of small businesses and developing Houston's workforce, with a special emphasis on historically underutilized businesses and disenfranchised individuals.

Key Objectives:

Educate, Connect & Grow



Program Organizational Chart

General Fund (\$ in thousands)



General Fund
\$3,946
FTEs: 35.7

Executive Oversight	Certification	Contract Compliance	HPW Contract Compliance	OBO Solutions Center (External Affairs and Workforce Development)
\$1,325 FTEs: 7.5	\$882 FTEs: 10.2	\$569 FTEs: 6.2	\$592 FTEs: 6.0	\$578 FTEs: 5.8
<ul style="list-style-type: none"> ➤ Executive Leadership: <ul style="list-style-type: none"> • Sets & implements strategic direction, policy and long-term goals of the department • Manages all budget and personnel matters • Directly engages with the Administration, City Council and the general public in the execution of OBO's mission. ➤ Citywide Title VI Compliance Coordinator ➤ Department-wide analytics, reporting, and policy making 	<ul style="list-style-type: none"> ➤ Certifies businesses for participation on City projects. ➤ Certification Types: <ul style="list-style-type: none"> • Minority, Women, Small, and Persons with Disabilities Business Enterprises (MWSBE and PDBE) • Disadvantaged Business Enterprises/Airport Concessionaire Disadvantaged Business Enterprise (DBE/ACDBE) ➤ Facilitates Historically Underutilized Businesses (HUB) certification on behalf of the State of Texas. 	<ul style="list-style-type: none"> ➤ Monitors City contracts, with the exception of HCDD and HAS contracts, to ensure that Good Faith Efforts are made to meet MWSBE Goals. ➤ Enforces local and federal labor standards, including prevailing wage compliance, and prompt payment. requirements on contracts. ➤ Works with City department to set MWSDBE goals, including waivers, on City contracts. ➤ Provides periodic training/informational sessions to City departments and the contracting community. 	<ul style="list-style-type: none"> ➤ Monitors HPW contracts to ensure that Good Faith Efforts are made to meet MWSDBE goals on City contracts. ➤ Enforces local and federal labor standards, including prevailing wage compliance, and prompt payment. ➤ Provides periodic compliance informational sessions to the contracting community. 	<ul style="list-style-type: none"> ➤ Raises awareness of OBO's services and City contracting opportunities. ➤ Provides services including: <ul style="list-style-type: none"> • Access to Financial Resources • Business Management Counseling • One-on-One Business Development • International Exporting Resources ➤ Facilitates workforce development initiatives such as Turnaround Houston. ➤ Administers Business Development and Capacity Building programs.

Program Organizational Chart

Pay or Play (\$ in thousands)



Fund 2424 \$1,254 FTEs: 2.0
Contractors Responsibility Fund (CRF) (Pay or Play)
\$1,254 FTEs: 2.0
<p>This program area supports the administrative and programmatic operations of the City's Pay or Play (POP) program. POP's administrative functions are responsible for financial and program oversight and revenue collection.</p> <p>The following programs are supported by the CRF:</p> <ul style="list-style-type: none">• Emergency Telehealth and Navigation Program (ETHAN)• HPD's Crisis Call Diversion• HHD's Client Access Program





Department Programming

The Office of Business Opportunity facilitates three (3) primary business functions to support the mission: Certification & Designation, Contract Compliance, and External Affairs.

Certification and Designation:

- The City's Certified Firm directory has approximately 4,500 businesses that serve as a pipeline for City and federally funded projects.
- The **Hire Houston First** program has designated 4,056 businesses; however, local companies have proven to be competitive without the local preference.

Citywide Compliance

Contract Compliance	Pay or Play Program	Title VI
<p>Monitors approximately 1,300 City contracts valued at approximately \$8.78 Billion with a team of seven (7) Compliance Specialists and one Contract Administrator.</p> <p>OBO's Compliance Administrator monitors HPW's \$1.5B Northeast Water Purification Plant (NEWPP) project, which currently has over 750 subcontractors.</p>	<p>Aims to level the playing field for contracts between bidders that choose to offer health benefits to their workforce and those that do not, and offset the cost of providing healthcare to uninsured people in the Houston / Harris County area.</p>	<p>Oversees Citywide compliance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq. ("Title VI"). Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance.</p>



Department Programming

External Affairs and Workforce Development

OBO Solutions Center	Workforce Development
<p>Serves approximately 200 customers per month, providing information on relevant permits, licenses, and fee schedules.</p> <p>Offers business owners access to financial resources via partnerships with LiftFund, People Fund, TruFund, and HBDi.</p> <p>Connects 10,000+ small businesses to networking opportunities and contracting opportunities through weekly eblasts.</p> <p>Provides information on How to Start a Business, International Exporting Resources, and other topics via downloadable guides and One-on-One Business Development counseling.</p>	<p>Turnaround Houston Job and Readiness Fairs served over 1,200 individuals and provided access to over 2,500 jobs during the 4-day Spring 2021 virtual fair.</p>

Department Programming



External Affairs and Workforce Development

Business Development Programs		
Liftoff Houston Startup Business Plan Competition	Turnaround Entrepreneurship Program (TEP)	Turner School of Construction Management
Partnership with HPL and Capital One. \$30k in startup funding awarded annually.	Serving Houston's returning (previously incarcerated) citizens.	26 year partnership with Turner Construction Company. 61 businesses graduated in 2020 with virtual format.

Capacity Building Programs			
Build Up Houston	Accelerate Latinx	Interagency Mentor Protégé Programs (IMPP)	Ascend Houston
Expanded to serve businesses in the retail, hospitality, and restaurant industries.	Inaugural cohort graduated 13 businesses in 2020.	Partnership with HPW and other local public agencies.	Partnership with LiftFund, HCC, SBDC, The Bridge Path, and HCDD to grow inner-city and minority-owned businesses by creating supportive local ecosystems by rotating rehabilitation work order opportunities for select, pre-qualified contractors.



Department Programming

Statutory requirements of Service Delivery

	Title VI	Certification and Designation	Contract Compliance
Statutory Requirements	OBO oversees Citywide compliance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq. ("Title VI"). Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance.	<p>The Certification and Designation Division administers certification pursuant to: Chapter 15, Articles V & VI of the City Code of Ordinances, which consists of Ordinances 84-1309, 95-336, 98-1213 and 06-657; Executive Order 1-2; 49 Code of Federal Regulations, Parts 23 and 26; and 13 Code of Federal Regulations, Part 121.</p> <p>In addition, the division also administers designations for the City's Hire Houston First local preference procurement program pursuant to: Chapter 15, Article XI HIRE HOUSTON FIRST.</p>	<p>Performs its core functions pursuant to Chapter 15, Articles V & VI of the City Code of Ordinances and Ordinances 78-1538, 84-1309, 85-2070, 85-2071, 06-91 and 08-665.</p> <p>The Division enforces Prevailing Wages compliance pursuant to Federal requirements and Texas Government Code - Chapter 2258.</p>
Penalty for Failure to Comply	Loss of Federal Funding	As a recipient of FTA funding in excess of \$250k in a Federal fiscal year, the COH is required to have a DBE program to ensure non-discrimination in the award and administration of DOT-assisted contracts in the Department's highway, transit, and airport financial assistance programs. Failure to properly administer the program could result in a loss of federal funding.	<p>Loss of Federal / grants received by City departments for City projects.</p> <p>OBO performs compliance monitoring on behalf of the following departments that receive Federal grant dollars.</p>

Department Programming

Financial and Societal Impact of City Service Delivery



➤ Contract Compliance

- Advocates for and enforces of the rights of certified firms on contracts with MWSDBE goals.
- Ensures that employers of COH contractors are properly classified, paid prevailing wage rates, and ensures that employers comply with EEO provisions.

➤ Pay or Play

- Ensures that all employees working on City projects have access to health insurance benefits via their employer or via City programming, and levels the playing field for contracts between bidders that choose to offer health benefits to their workforce and those that do not. Additionally, revenues collected from contractors that choose to pay into the Contractor Responsibility Fund offsets the cost of providing healthcare to uninsured Houstonians.

➤ Title VI

- Ensures equal access to City facilities and programming by all Houstonians.

➤ Certification

- OBO's Certification's, both Local and Federal, create the City's supplier diversity pipeline. Certified firms can be utilized on COH projects and on projects with other area agencies and private companies. Approximately 20% of certified firms participate on COH projects.





Department Programming



➤ Anticipated growth in populations served:

- Over the past 12 months, monthly certification applications have increased on average by 75%, with over 100 applications received in April 2021.
- Additional TXDOT and SRF projects (let by HPW) forecasted will increase OBO's overall compliance monitoring workload
- The Northeast Water Purification Project (NEWPP) project is valued at approx. \$1.5B and has ~750 subcontractors participating (and growing...)
- Increased small businesses served through virtual webinars and workshops
- Increased individuals served through workforce development programming as a result of local economic conditions and ease of access to virtual job fairs.



OBO's Unmet Needs



- Based on 1,300+ contracts, including the \$1.5B Northeast Water Purification Plant (NEWPP) project that has 750+ subcontractors, a time study revealed the following staffing needs for effective compliance:
 - **# of Compliance Specialists needed:** 30-37
 - **Current # of Compliance Specialists:** 7 budgeted; 5 positions filled
 - **Challenges:** Attrition due to workload, limited staff, and compensation
- Improve and modernize program-related technology to increase productivity and enhance customer experience.
- Revenue generation or fundraising to support programs, including Capacity Building Programs, Business Development Programs, and Workforce Development Programs. No funding exists for these in our budget.

Revenues By Funds (\$ in thousands)



Category	FY20 Actual	FY21 Budget	FY21 Estimates	FY22 Proposed	Variance FY22 Prop/FY21 Estimates	% Change
General Fund	559	615	605	613	8	1.32%
Special Revenue	684	495	495	653	158	31.92%
Total	1,243	1,110	1,100	1,266	166	15.09%

Department Programming FY2022 – Revenue Highlights



Fund 1000 (General Fund)

The FY 2022 Proposed Budget reflects a 1.32% increase from the FY 2021 Budget Estimates - an approximate increase of \$8,000. The increase can be attributed to the growth of the Northeast Water Purification Plant (NEWPP) project – an approx. \$1.5B project with over 750 subcontractors - Contract Compliance forecasts an increase from prevailing wage penalties in FY2022.

Fund 2424 (Special Fund: Pay or Play / Contractor Responsibility Fund)

The FY 2022 Budget reflects a 31.92% increase of \$158,000 from the FY 2021 Budget Estimates. The increase can be attributed to anticipated increases to the revenue that supports Fund 2424.

– Of Note:

- HPW projects a 15% increase in revenue due to an increase of vendors participating in the "Pay" option of the POP Program working on the approximately \$1.5B-valued Northeast Water Purification Plant project.
- HAS projects that new projects slated to start in FY2022 will result in increased revenue.

Expenditures By Funds (\$ in thousands)



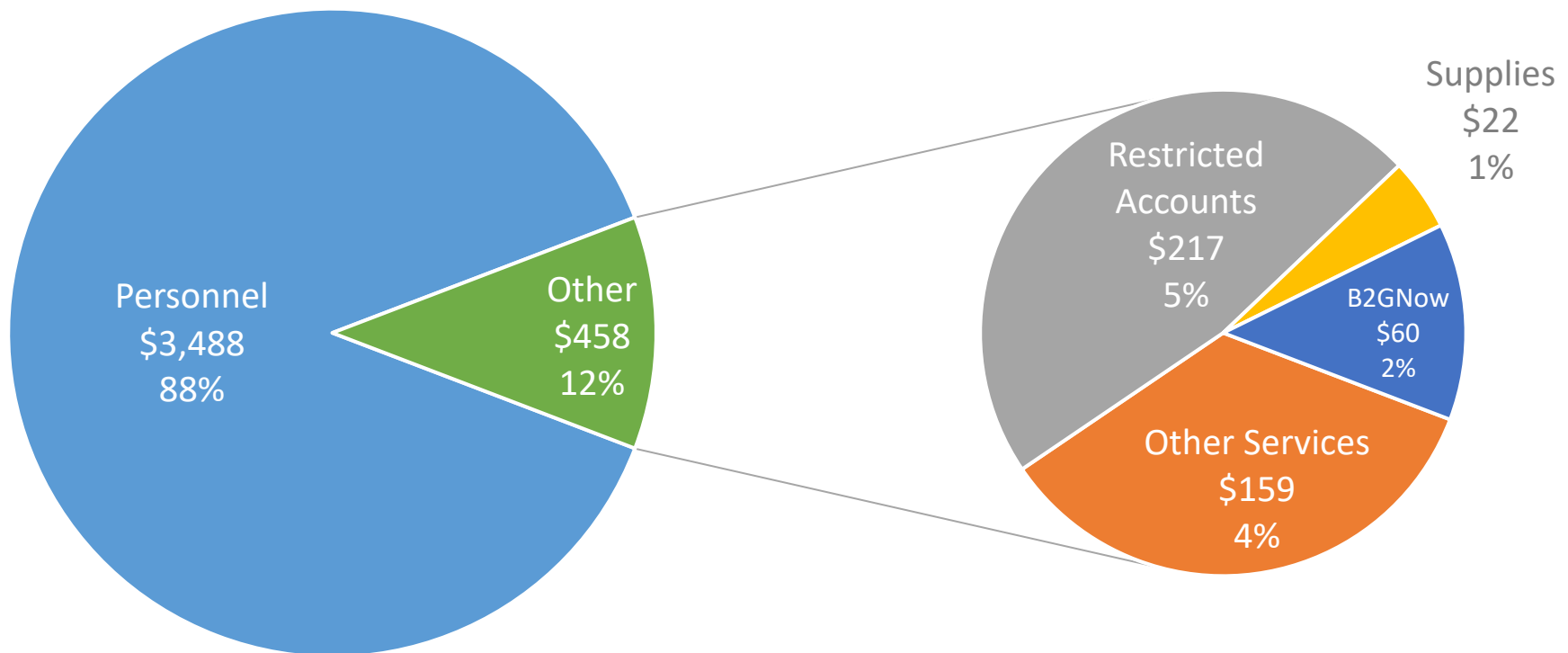
Category	FY20 Actual	FY21 Budget	FY21 Estimates	FY22 Proposed	Variance FY22 Prop/FY21 Budget	% Change
General Fund	3,335	3,677	3,677	3,946	269	7.32%
Special Revenue	923	1,130	1,130	1,254	124	10.97%
Total	4,258	4,807	4,807	5,200	393	8.18%

FY2022 Personnel vs Non-Personnel

(\$ in thousands)
Fund 1000 (General Fund)



FY2021 Projected Budget \$3,946

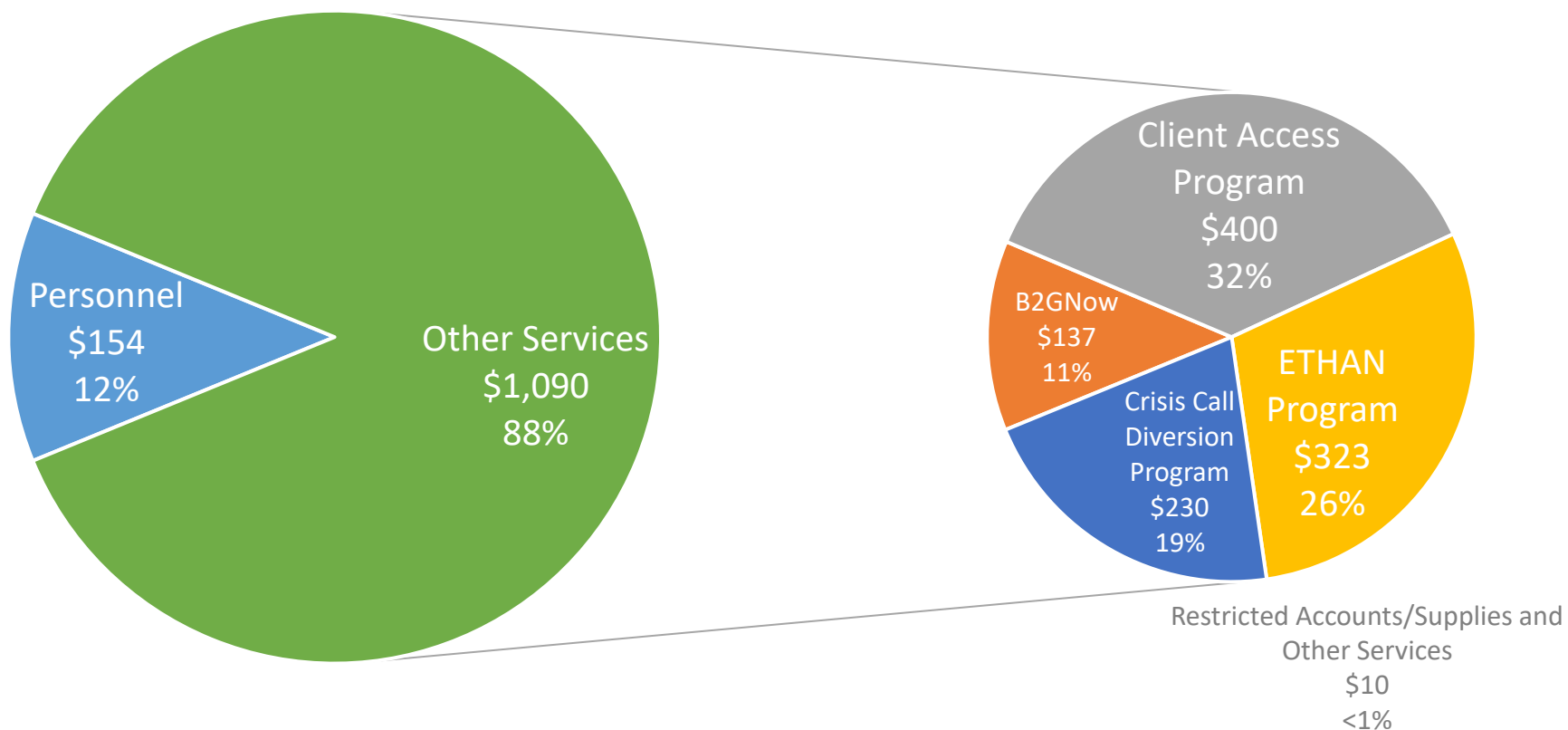


FY2022 Personnel vs Non-Personnel

(\$ in thousands)
Fund 2424 (Pay or Play)



FY2021 Projected Budget \$1,254



FY2022 Budget Expenditures Net Change (\$ in thousands)



FY2022 General Fund Budget Expenditures Net Change to FY2021 Current Budget		
FY2021 Current Budget		Notes
Operating Budget	\$ 3,651	
Restricted Budget	178	1
One-time Adjustments		
Temperature Screening Redeployment	\$ (138)	2
Health Benefits Return	\$ (14)	3
One-time Adjustments	\$ (152)	
FY2021 Current Budget less One-time Adjustments	\$ 3,677	
Explanation of FY2022 Incremental Increase/(Decrease)		
Operating Budget Adjustments		
Budget reduction initiatives	-	
	-	
Subtotal Operating Budget Adjustments	\$ -	
One-time Adjustments		
Temperature Screening Redeployment	\$ 138	2
Health Benefits Return	\$ 14	3
	\$ -	
One-time Adjustments	\$ 152	
Total Operating Budget Changes	\$ 152	
% Change from FY21 Operating Budget (excluding one-time adj)	0.0%	
Contractual or Mandated Adjustments:		
Health Benefits Active Civilian	\$ 55	
Long Term Disability	(1)	
Municipal Pension	25	
Classified Pension (if applicable)	-	
Restricted Accounts	38	1
Program Adjustment	-	
Subtotal Contractual/Mandated Increases	\$ 117	
FY2022 Proposed Budget		
Operating and Contractual Adjustments	\$ -	
FY2022 Proposed Budget	\$ 3,946	
% Change from FY2021 Current Budget Excluding One-time Adj	3.1%	
% Change from FY2021 Current Budget	7.3%	



FY2022 Budget Highlights

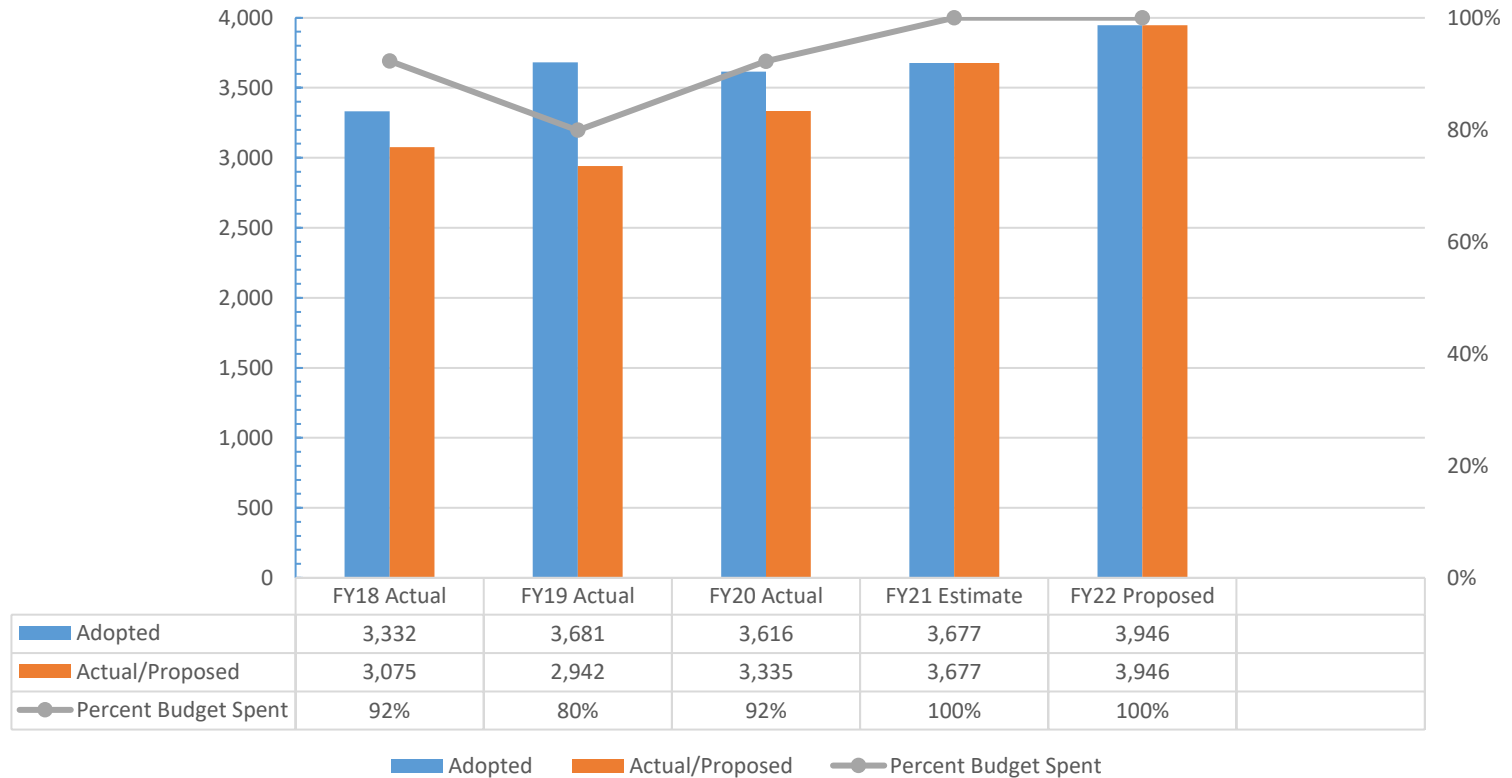
Fund 1000 (General Fund)

- This Fund reflects an 7.32% (\$269,000) increase from the FY2021 Budget due to:
 - Professional Development
 - Investment in the professional development of OBO staff to ultimately improve the department's delivery of services.
 - Provide foundational support to strengthen cohesiveness and culture of the team.
 - Training to ensure that staff is aware of changing trends and industry best practices.
 - Funding for computer and software maintenance needed for outdated and/or non-functioning software to better equip employees to perform their job duties.
 - Funding for health benefits and pension contribution.

Fund 2424 (Special Fund: Pay or Play / Contractor Responsibility Fund)

- This Fund reflects a 10.97% (\$124,000) increase from the FY2021 Budget due to:
 - Customized enhancements for the Pay or Play electronic management system to effectively track all POP activities.
 - Funding for health benefits and pension contribution.

Budget History



Department Budget Reductions (in thousands)



Fund	FY20	FY21	FY22	3-Year Total
General Fund	\$97	0	0	\$97
Total	\$97	0	0	\$97

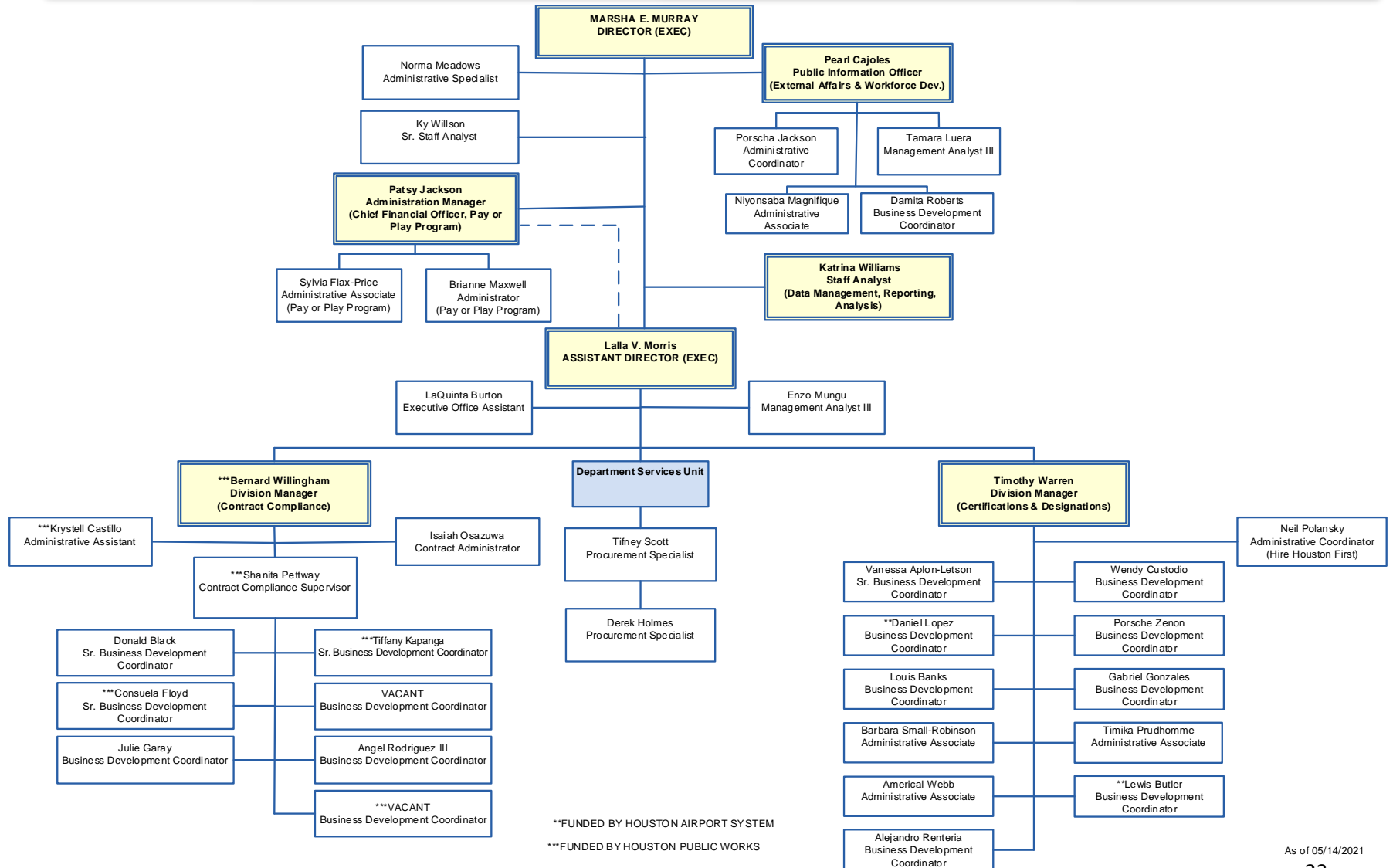


Questions



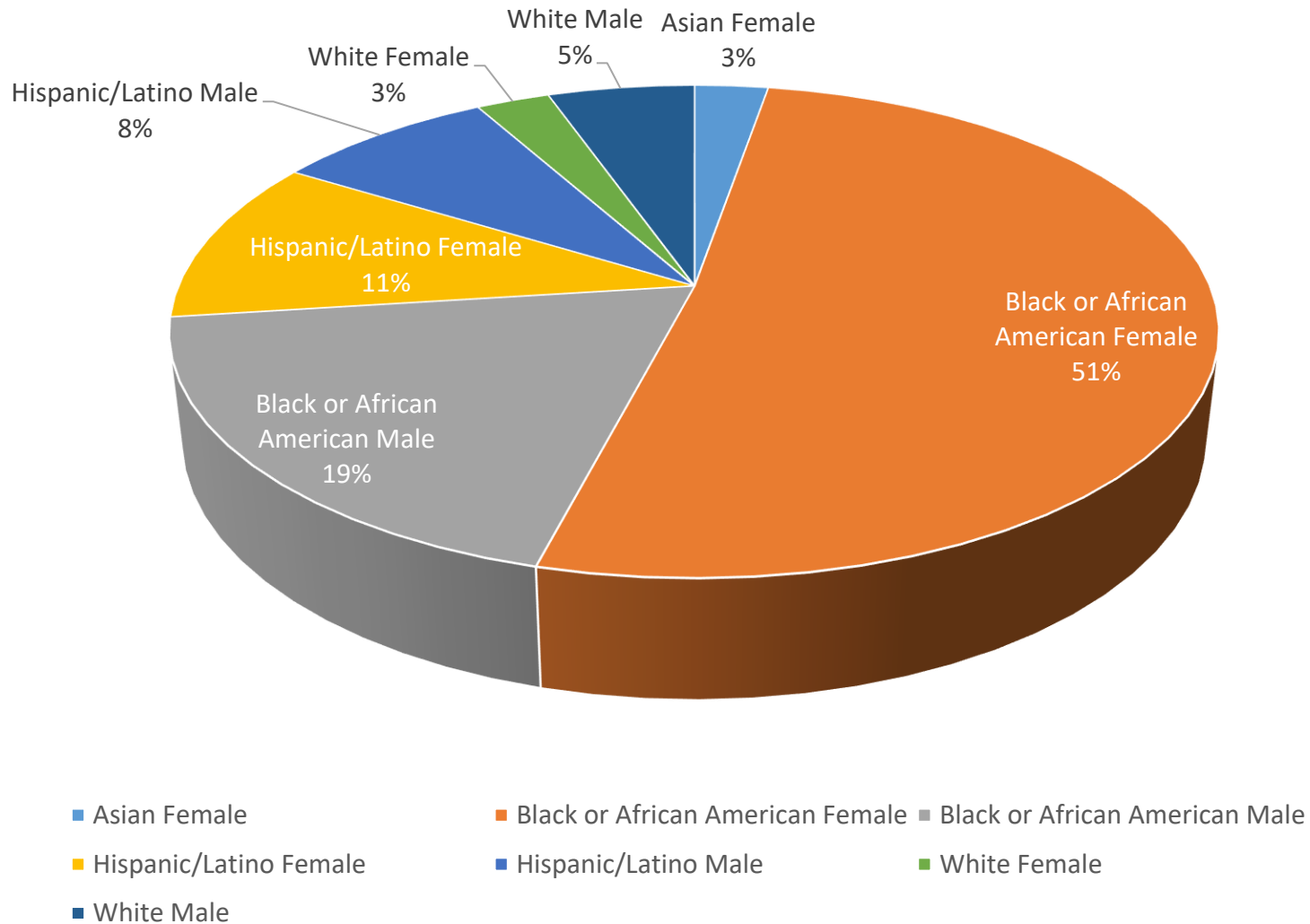
Appendix

Organizational Chart





OBO DEMOGRAPHICS



Certification: Building the City's Supplier Diversity Pipeline



Minority Business
Enterprise

Women Business
Enterprise

Small Business
Enterprise

Persons with
Disabilities
Business Enterprise

Disadvantaged
Business Enterprise

Airport
Concessions
Disadvantaged
Business Enterprise

Historically
Underutilized
Business

LGBT Business
Enterprise (provided
by NGLCC)

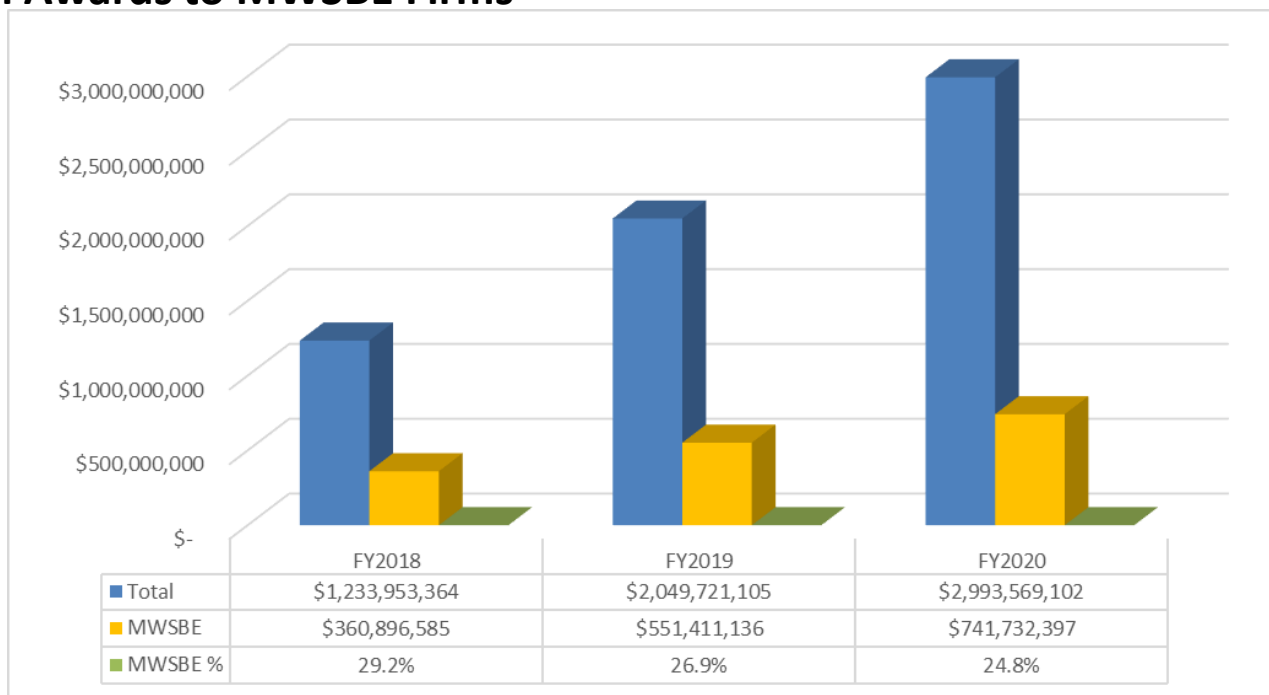
Certification Division



Certification Division Highlights

- *Number of Certified Firms: 4,457*
- *Number of firms certified in FY21 YTD: 439*
- *Average number of new applications received /month: 70-90 (105 applications received in April 2021)*

Historical Awards to MWSBE Firms





Citywide MWBE Goals

With Council's approval, the City periodically sets aspirational Citywide contracting goals to ensure participation by MWSBEs on the following:

- Goods & Services Contracts valued over \$100,000.
- City funded contracts for construction work over \$ 1 million.
- Professional Services Contracts (no threshold).
- Department Directors, in consultation with OBO, set goals taking into consideration local availability of certified MWSBEs and divisibility of work.
- MWSBE goals are waived when there are limited certified firms available in the market to perform the scope of work identified for the contract or the contract does not lend itself to divisibility.

Citywide Aspirational Goals

Professional Services	Goods and Services	Construction
MWBE – 24%	MWBE – 11%	MWSBE - 34%

City's Minority and Women Business Enterprise Program



- To promote the growth and success of MWBEs and address marketplace barriers, the City places MWBE goals on eligible City contracts to increase their participation.
- MWBE contract goals are established based on the divisibility of work on each project and the availability of certified MWBEs to perform the work.
- Contract Goals are not Quotas: The City's program must be constitutionally sound. It must be narrowly-tailored to achieve our objective of remedying discrimination.
- **The standard for meeting goals is good faith efforts (GFE)** - genuine and aggressive attempts to meet contract goals. The City has a written GFE policy outlining what is expected of contractors.
- As long as a MWBE does not exceed their industry-specific size standard established by the U.S. Small Business Administration (SBA), they can participate in the MWBE program, otherwise, they graduate from the program.
- As long as they have the capacity, MWBEs may be used by multiple primes on different projects.



Department Services

Ensures meaningful participation in the City's procurement process by:

- Overseeing MWBE goal setting on City contracts.
- Assessing Bidders' MWBE Participation Plans for compliance with the City's written Good Faith Efforts policy.
- Conducting trainings for contracting department staff on topics related to

MWBE compliance and best practices:

- Contract-Specific Goal Setting
- Good Faith Efforts Reviews
- Conducting informational sessions for contractors on maximizing pre-bid MWBE compliance.

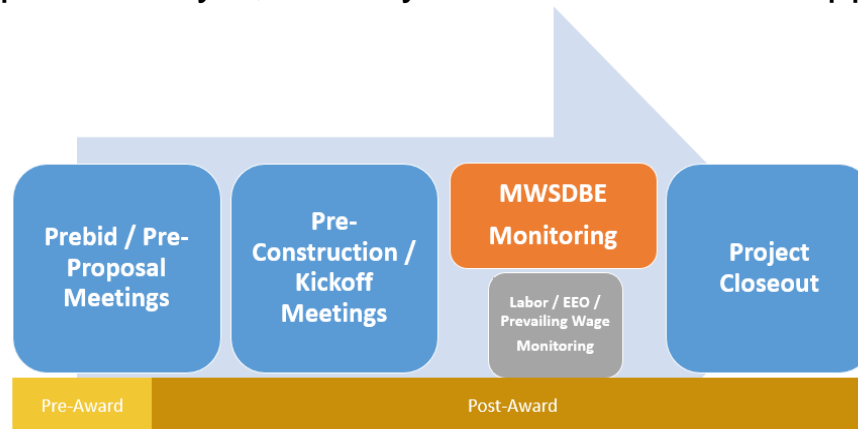




Contract Compliance Division

The Contract Compliance Division monitors, in collaboration with City departments, most City contracts to ensure compliance with laws and regulations mandated by city, state, and federal guidelines and ordinances. The Contract Compliance Division performs the following:

- Monitors utilization and payments to MWSBEs and DBEs on goal-oriented contracts;
- Commercially Useful Function audits and Good Faith Efforts evaluations;
- Monitors prevailing wage and fair labor standards laws;
- Monitors construction contracts to ensure full compliance with equal employment opportunity laws; and
- Monitors approximately 1,300 City contracts valued at approximately \$8.78 Billion.



The background image shows three construction workers on a job site. They are wearing yellow hard hats and high-visibility green safety vests over blue long-sleeved shirts. The worker on the left is a man, the one in the middle is a woman, and the one on the right is another man. They are all looking down at a tablet computer held by the woman in the center. In the background, there is a complex network of steel rebar and scaffolding, indicating an active construction project. The overall lighting is somewhat dim, suggesting an overcast day or a shaded area of the site.

Commercially Useful Function

Prime Contractors only get MWBE goal credit towards contract goals when a certified firm performs a commercially useful function (CUF). A MWBE performs a CUF when it performs work germane to the contract's scope of work with its own forces and the MWBE is certified in the NAICS code in which they are performing.

Deviation Requests

After the execution of a contract, the Prime shall comply with the Council-approved MWSBE participation plan, unless it has received approval from OBO to deviate from the plan.

- The Prime must give notice of **removal** or **substantial** (*more than 50%*) **reduction** in participation to the affected MWSBE, with a copy sent to OBO, stating the request to remove or reduce and the specific reason(s). The Prime must demonstrate a good cause to justify the removal or reduction.
- The Prime must submit a completed Deviation Request form when **adding** an MWSBE for goal credit to the approved MWSBE participation plan. The Prime must also submit an updated MWSBE Utilization Schedule.

Department FY2021 Accomplishments



Capacity Building Initiatives. Program's participation increased despite pivoting to virtual format.

- Continued collaboration with Interise Streetwise MBA program for 6th cohort of **Build Up Houston** program (14 participants), which expanded participation to hospitality and retail – industries adversely affected by COVID-19.
- Accelerate Latinx's inaugural cohort had 13 graduates.
- Nearly doubled participation in **Turner School of Construction Management**, a 26-year partnership with Turner Construction Company, program when introduced in a virtual format. In 2020, the program graduated 61 businesses.
- *OBO Solutions Center*: Continuity of services to approximately 200 small and local businesses/month via telephone, email and social media.

Success through Partnerships. Leveraged relationships locally and nationally to support our small businesses during the pandemic.

- Worked with Living Cities' City Accelerator program and SPD on inclusive procurement initiatives.
- Began development of a cloud-based digital procurement assistance tool.
- To reach community during COVID, began business development workshops and educational courses with such partners as U.S. Small Business Administration, Level III Corp. for a free Procurement Basics course, and shared pandemic-related resources via a 7-episode Access Granted Webinar Series (guests included community education partners and community lending organizations, as well as other public and private sector partners).

Department FY2021 Accomplishments



Success through Partnerships – continued

- Launched the ***Houston Small Business Legal Consultations*** program, a coordinated effort with Vinson & Elkins and nearly 20 other top-tier law firms. Through this network of volunteer attorneys, HSBLC provides participants free legal consultations, by telephone, about general business issues. Since its inception in May 2020, the program has had a 100% placement rate for 74 applicants.

Job Readiness & Entrepreneurial Skills

- Turnaround Houston Job Readiness Fairs: Partnered with the Office of Carolyn Evans-Shabazz in 2020 for the first virtual ***Turnaround Houston***. Worked with the Office of Council Member Edward Pollard in spring of 2021 to create the City's second virtual Turnaround Houston Job & Readiness Fair with more than 2,500 jobs available and more than 1,200 participants. In addition, we partnered with over 50 virtual resource booths and employers with wraparound services to assist those with barriers to employment.
- ***Turnaround Entrepreneurship Program***: Partnering with the HHD's Community Reentry Network Program, Capital One Bank and The BridgePath to assist previously incarcerated individuals start their own businesses and improve their credit for better access to capital. A cohort of 15 was selected for the 2021 program.
- Improved ***Liftoff Houston Startup Business Plan Competition*** by adding an Educational Pathway, which offered business education benefits and certificates of completion to participants who did not qualify to join competition.

Department FY2021 Accomplishments



Title VI

- Provided guidance and support to departments regarding the terms of the City of Houston Title VI policies based upon the Civil Rights Act of 1964 and its supporting statutes.
- City departments were asked to complete a Title VI department review to assess compliance with both the expressed laws and intention of the Title VI policy, as required by federal agencies.
- Facilitated a response to federal audits.
- Directly engaged with Houston residents and COH subcontractors to address concerns.
- Ensure alignment with the City of Houston Resilience Plan.

Department FY2021 Accomplishments



- Led the development of the City of Houston's **Small Business Economic Relief Program** (SBERP), which allocated \$35 million of federal CARES Act dollars to eligible small businesses and chambers of commerce. 1,072 small businesses received grants, with the average grant amount \$30,000. 95% of businesses that received assistance had 14 or less employees. 39% of businesses were in a Low to Moderate Income (LMI) area. 28% of businesses were in a Complete Community.
- SBERP Impact Report:
<http://houstontx.gov/obo/sberp-report.html>



Department FY2021 Accomplishments



OBO's Response to Resiliency

- Created a comprehensive online COVID-19 / Resiliency Resource HUB with financial resources, resiliency-focused instructional webinars, and additional programming resources.
- Outreach: Consistently shares weekly updates about local networking (including virtual events and pre-bid meetings) and procurement opportunities with our mailing list of 10,000+ recipients.
- Leveraging technology to deliver our core functions virtually:
 - Online Certification Workshops (English and Spanish)
 - Virtual Certification Application Support and Remote Compliance Meetings with Contractors
 - Capacity Building programs (Build Up Houston and Accelerate Latinx) are meeting virtually
 - Information and referrals available through the OBO Solutions Center

Resiliency Resource HUB



RESILIENCY RESOURCE HUB

OFFICE OF BUSINESS OPPORTUNITY

COVID-19 Related Information

Business Opening Resources

- Houston Testing Sites and Requirements (.pdf)
- CDC Guidance for Businesses
- City of Houston COVID-19 Information & Updates
- Harris County Novel Coronavirus (COVID - 19) Hub

COVID-19 Related Emergency Financial Resources for Small Businesses

- PPP Loan Forgiveness Spreadsheet by Vistra Energy (.xlsx)
- Small Business Success with PPP (.pdf)
- List of Participating Paycheck Protection Program Lenders in Texas as of April 23, 2020
- Preparing for Paycheck Protection Program (PPP) Loans
- Faith-Based Organizations FAQ Regarding Participation in SBA loans under the PPP and EIDL programs
- Paycheck Protection Program: Borrower Application Form
- Find Eligible Paycheck Protection Program Lenders

COVID-19 Related Small Businesses Programs, Webinars, and Other Resources

This does not constitute the Office of Business Opportunity's endorsement of any business or organization.

- Free PPP Loan Webinar - June 3, 2020 & June 4, 2020
- Guide To Reopening Businesses from Baylor College of Medicine (.pdf)
- Small Business Development Center (SBDC) Virtual Business Advising
- ICIC Small Business Resource Center
- Resources for Restaurateurs, Grocers, and Hospitality-Related Businesses

COVID-19 Related Resources for Individuals

- Texas Unemployment Benefits Services
- IRS Economic Impact Payments: What you need to know

OBO's website was revamped to include a COVID-19 Resource HUB in March 2020 - and renamed in April 2021 - to help Houston business owners and citizens quickly access information related to the following:

- Health Updates from Credible Sources (City, County, Federal, CDC)
- CDC Guidance for Businesses
- [PPP Loan Information & Webinars](#)
- [Alternate Revenue Solutions](#)
- [Unemployment Information](#)

Created and deployed the Small Business COVID-19 Resiliency Survey to inform the services we provide to affected businesses. We have received over 200 responses.

19,000+

Since Inception

Unique
Impressions

OBO Virtual Trainings & On-Demand Videos



With mandated restricted access to our facilities due to COVID-19, OBO put greater emphasis on webinars and online presentations related to the following:

- Pre-Certification Workshop in English and Spanish (1,500+ views since March 2020)
- Good Faith Efforts Presentation
- Pay or Play Program Compliance
- Pre-Award Compliance Meetings
- Post-Award Compliance Meetings

Department FY2021 Awards



- **Strategic Partner of the Year:** *Greater Houston Business Procurement Forum*
 - For working with GHBPf to advocate for opportunities that promote and enhance the success of economically and socially disadvantaged businesses.
- **Alliance Partner:** *SCORE Houston*
 - In recognition for OBO's dedication and commitment to SCORE and volunteerism on behalf of the small business community and for assisting us in fulfilling SCORE's mission to foster vibrant small business communities through mentoring and education.
- **Outstanding Diversity Helping Hand:** *Houston Business Journal Diversity in Business Awards*
 - For dedication to promoting and championing diversity and inclusion in the business community, and supplying diversity related resources, such as job sites, diversity training programs and e-learning during 2019/2020.
- **Community Partner of the Year:** *Minority Business Development Agency*
 - For partnering with MBDA in several initiatives to provide workshops, webinars, training and other events to the business community, including OBO's capacity building and mentorship programs tailored to assist those in the construction industry to grow their business and increase their subcontracting opportunities.





Resilience and Climate Action

High-priority Initiatives or Projects	Resilient Houston Goals/Target/Actions	Climate Action Plan Goal/Target/Action
Resiliency: Resiliency Resource HUB Webpage; Houston Small Business Legal Consultations (HSBLC); Access Granted Webinars	<ul style="list-style-type: none">• Goal 1, Action 3• Goal 2, Action 5• Goal 2, Action 6	n/a
Entrepreneurship: Liftoff Houston Startup Business Plan Competition; Turnaround Entrepreneurship Program	<ul style="list-style-type: none">• Goal 2, Action 5• Goal 2, Action 6	n/a
Building Houston's Supplier Diversity Pipeline: OBO Certification Division; Hire Houston First	<ul style="list-style-type: none">• Goal 2, Action 5• Goal 2, Action 6	n/a
Capacity Building: Build Up Houston; Accelerate Latinx (currently unfunded); Turner School of Construction; Interagency Mentor Protégé Program (IMPP); Ascend Houston	<ul style="list-style-type: none">• Goal 2, Action 5• Goal 2, Action 6	n/a
Networking: Meet the Buyer Procurement Forum	<ul style="list-style-type: none">• Goal 2, Action 6	n/a
Workforce Development: Turnaround Houston Job & Readiness Fairs	<ul style="list-style-type: none">• Goal 2, Action 7	n/a

Programs and Initiatives

Capacity Building



BUILD UP HOUSTON & ACCELERATE LATINX



Build Up Houston is a comprehensive, seven-month program designed to increase the capacity and success of small businesses. The program has extended the program beyond the construction industry to also include businesses in the retail, hospitality, and restaurant industries. Build Up Houston utilizes curriculum provided by Interise, a non-profit organization, focused on helping established small business owners take their companies to the next level for continual growth and success. Interise has an award-winning curriculum that was developed and refined by working hand-in-hand with small business owners and national business experts.

ACCELERATE LATINX

AccelerateLatinx

powered by **INTERISE**

and the City of Houston Office of Business Opportunity

Building on the success of Build Up Houston, Accelerate Latinx is geared towards Latinx business owners with \$250k - \$5M in annual revenues. Like Build Up Houston, Accelerate Latinx uses Interise's award-winning StreetWise 'MBA'™ curriculum and provides the knowledge and know-how business owners need to create (and manage) a customized, three-year strategic growth plan. The program facilitator is bilingual in English and Spanish.

Programs and Initiatives

Capacity Building



ASCEND HOUSTON



OBO partnered with LiftFund and HCC to apply for the ASCEND 2020 initiative and won a \$1.2 million dollar grant to support the Community Entrepreneurship Program (CEP), which aimed to grow inner-city and minority-owned businesses by creating supportive local ecosystems by rotating rehabilitation work order opportunities for selected, pre-qualified contractors. The inaugural cohort began February 2020.

TURNER SCHOOL OF CONSTRUCTION MANAGEMENT



For more than 26 years, the City of Houston has partnered with the Turner Construction Company to offer the Turner School of Construction Management, an eight-session program designed to enhance the technical and managerial skills of small contractors and entrepreneurs in the construction industry.

Programs and Initiatives

Capacity Building and Networking



INTERAGENCY MENTOR PROTÉGÉ PROGRAM (IMPP)

The goals of IMPP are to enhance business skills and broaden the base of historically underutilized businesses by providing the knowledge and experience of established firms. IMPP is a collaboration between the City of Houston, METRO, Port Houston, HISD, HCC and the Houston First Corporation.



MEET THE BUYER PROCUREMENT FORUM (MTB)

MTB is one of the largest events OBO offers, which spans over a decade in service to certified firms every December. Meet the Buyer consists of a featured program, exhibitor fair, and workshops dedicated to help small businesses understand governmental procurement processes, connect with procurement buyers and agents, obtain information on the latest City projects, access resources provided by business support organizations, and network with other businesses.



Programs and Initiatives

Business Development and Entrepreneurship



LIFTOFF HOUSTON!

LiftOff Houston is a business plan initiative that awards a total of \$30,000 in prizes to three winners in the categories of Innovation, Service and Product. Capital One Bank has awarded \$240,000 in start-up capital over the past eight years. In 2020, an Educational Pathway was added to provide educational benefits to those who did not qualify to compete.

TURNAROUND ENTREPRENEURSHIP PROGRAM (TEP)

The Turnaround Entrepreneurship Program (TEP) is specifically designed for those re-entering Houston's communities after incarceration who have an interest in starting their own business. By leveraging its educational resources, including curriculum and relationships with professionals in Houston's small business ecosystem, OBO has been able to provide mentorship, financial literacy, and help TEP participants develop entrepreneurial skills and workable business plans. The first cohort graduated thirteen (13) aspiring entrepreneurs and was such a success that Capital One Bank and Complete Communities has provided funding for a second cohort. The orientation for the second cohort took place at the beginning of May 2021.



Programs and Initiatives

Workforce Development and Legal Support



TURNAROUND HOUSTON JOB & READINESS FAIRS



In March 2016, Mayor Turner kicked off a series of resource fairs to address the barriers to employment faced by many Houstonians. Since COVID, Turnaround Houston has been held in a virtual format, offers participants access to open full and part time positions, as well as connections to agencies providing training, resume writing assistance, social services, counseling, and intervention to help hard to employ Houstonians turn their lives around.

HOUSTON SMALL BUSINESS LEGAL CONSULTATIONS PROGRAM



A coordinated effort with Vinson & Elkins and nearly 20 other top-tier law firms. Through this network of volunteer attorneys, HSBLC provides participants free legal consultations, by telephone, about contracts, repayment of loan and grant relief programs, taxes, commercial leases, employment, intellectual property and other general business issues. Since its inception in May 2020, the program has had a 100% placement rate for applicants.



Restricted Account Details

GL Description	Justification & Cost Drivers
Fuel	Fuel Program operates and manages all City owned fuel sites. Expense explanation - Fuel services are driven primarily by market pricing
Application Services	Costs include Microsoft Enterprise licenses, 3-1-1 maintenance support and applications, SAP licenses maintenance and support, various Enterprise Application and Server support personnel, CSMART (MCD Only), eSignature, Project Management, Infor, eDiscovery, Cyber Security Office software and support, HITS Budget support via the Finance Department, eSignature
Insurance Fees	Cost increase for property insurance premium.
Electricity	Responsible for administering the electricity accounts for the City. Program is responsible for overseeing procurement contracts, forecasting, providing price certainty, and financial reporting. Electricity expenses are projected to be lower than the previous year as a function of the competitive bidding process.
Natural Gas	Responsible for administering the natural gas accounts for the City. Program is responsible for overseeing procurement contracts, forecasting, providing price certainty, and financial reporting. Natural gas expenses are projected to be lower than the previous year due to current market conditions and locking in a rate favorable to the City.
Data Services	Costs associated with software and maintenance support contracts required to maintain city networks, applications, desktop devices, servers, payment card industry security, storage devices, cloud services, telephone systems and network equipment including Phonoscope circuits. Contracts cover Antivirus, Firewall and Network backup systems. Also, the Data Center costs are included in the Data Services restricted account.
Voice Services	Monthly costs for Voice/Communication Services. The services include: Local landlines, voice/data circuits, long distance, 1-800 numbers, calling cards, language lines, Citywide ISP/Internet Access. The major vendors are ATT, Department of Information Resources (DIR), Verizon and Century Link.
Voice Labor	Labor costs and parts needed to perform work associated with installation and/or upgrades of telephone systems and cabling. The sole vendor is Selrico.
GIS Revolving Fund Services	Personnel, software licenses and maintenance costs associated with the city of Houston's Enterprise Geographic Information System (EGIS)
Voice Services - Wireless	Monthly charges for Verizon Business services and mobile devices including cell phones, air cards and tablets.
Interfund HR Client Services	Include HR operation cost reflecting health benefits and restricted accounts increase.
KRONOS Service Chargeback	Software license and maintenance costs associated with the city of Houston's Time and Attendance System (KRONOS)
Drainage Fee Service Chargeback	Fee is based on impervious service.
Interfund Permit Center Rent Chargeback	The cost include the HPC Point of Sale cost increase for credit card merchant fee, and lease cost increase.
Interfund Vehicle Services	Provides repair, maintenance, and administrative support for all city departments' rolling stock equipment. Expense explanation - Vehicle Services are projected to increase driven by part cost, contractual increases, and an aging vehicle population.
Interfund Radio System Access	Due to the consolidation of the radio group in General Fund to revolving fund for HITS. This group is responsible for the operation and maintenance of the City's public safety radio system.